

## COMPANY

**Joy Global**

## LOCATION

**Global**

## SOFTWARE

**AutoCAD® Mechanical**  
**Autodesk® Inventor®**  
**Autodesk® Vault® Professional**

## SERVICES

**Autodesk® Enterprise Priority Support**

Our regular meetings with Autodesk Enterprise Priority Support have helped us collaborate better around the world and to get more out of our design toolset.

—**James Amero**  
Global CAD Administrator  
Joy Global

# Bring products to market faster

## Mining equipment company relies on proactive support for increased efficiency



Image courtesy of Joy Global

### Introduction

Joy Global Inc. is a Fortune 1000 company that, through its subsidiaries, designs, manufactures, and services heavy machinery used in underground and surface mining of coal, copper, iron ore, oil sands, gold and other mineral resources. The company's reach is global, with facilities and service centers on six continents and in more than 20 countries.

"Our goal is to be a world leader that delivers the best mining equipment worldwide, employs the brightest and most capable people, and brings products to market as quickly as possible," says James Amero, senior systems analyst and global CAD administrator at Joy Global. To achieve that goal, the company continually implements new programs, including One Joy Global, an initiative designed to standardize policies, procedures, and workflows across the company's surface and underground subsidiaries. A key part of this process is consistent, anytime access to support for design tools, including AutoCAD® Mechanical, Autodesk® Inventor®, and Autodesk® Vault® Professional software.

### The challenge

Recent market challenges—including significant economic pressures, stringent new regulations, and competition with cheap and abundant natural gas—have underscored the need for increased efficiency and compressed production schedules. "We have offices all over the world," says Amero. "In today's economic downturn, it is more important than ever for our project teams to work together to bring products to market faster."

The coordination of global product teams to accelerate product delivery schedules can be a complicated endeavor. That's why Joy Global recently upgraded to Autodesk® Enterprise Priority (EP) Support, the highest level of support offered by Autodesk. EP Support includes a dedicated Support Account Manager (SAM), a Designated Support Specialist (DSS), and 24/7 assistance by a global team. To address specific challenges or discuss strategy, the SAM and DSS can also connect the customer to Autodesk executives, product support specialists, and development teams.

# With help from Autodesk, Joy Global rolled out new software to 20 sites around the world in one weekend

## The solution

The proactive global support team has been instrumental to the success of Joy Global's new relationship with Autodesk. "Both the SAM and DSS serve as points of contact who help coordinate support among our teams," says Amero. The DSS provides technical expertise and product knowledge, while the SAM typically takes a higher-level approach, overseeing the entire engagement and helping Joy Global to address larger, more strategic issues.

Both help Amero coordinate all of Joy Global's active Autodesk support tickets, which can arrive at any time of day or night from around the world. "I can't be up 24 hours a day," says Amero. "Knowing that EP Support is out there working on my behalf—even when I'm asleep—is a big benefit."

To help facilitate communication among the product teams and EP Support personnel, the SAM hosts a monthly call to discuss ongoing challenges, as well as other issues, such as product roadmaps and requests for new product features in future software versions. "Our regular meetings with Autodesk Enterprise Priority Support have helped us collaborate better around the world and to get more out of our design toolset," says Amero.

For example, the Joy Global team regularly turns to EP Support for answers to detailed questions about Autodesk software that arise during equipment design validation. In this challenging process, Joy Global looks not just at individual pieces of equipment—such as excavators and conveyors—but also at entire systems and how their components interrelate. "Our equipment is very complex," says Amero. "Anytime we run into a

design challenge that we can't easily address as a team, we call on the SAM to set up meetings with product support specialists and other technical experts from Autodesk." When required, the SAM and DSS have also coordinated in-depth trainings on advanced topics related to product usage.

Joy Global found 24/7 access to EP Support to be particularly helpful when it upgraded its entire Autodesk product portfolio across all of its global locations. "Every minute that our engineers are unable to work costs the company a significant amount of money," says Amero. "We had a very tight window to complete the upgrade." To avoid unnecessary downtime, the SAM worked closely with Joy Global's CAD administrators, both individually and as a group, to develop a transition plan to deploy the new software. "Coordination with Autodesk EP Support helped us roll the new software out to more than 20 sites in seven countries over one weekend—without any unnecessary downtime."

## The result

"Consistent back-and-forth support from Autodesk Enterprise Priority Support has helped us increase our efficiency and finish our design models more quickly and more accurately," says Amero. "At any time, I can contact our SAM or DSS, ask for help, and be confident that I will get the support I need to do my job better. They are almost an extension of myself. Ultimately, that helps us begin manufacturing sooner and bring products to market faster."

To learn more about Autodesk EP Support, visit, [www.autodesk.com/support-offerings](http://www.autodesk.com/support-offerings).

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